CONTROL SELECTION	ns 481 - Carrier Annual Reporting * Data Collection Form	REDAC	TED-AVAUY	TELEOR PUBLIC INSTE
<010>	Study Area Code	300662		- <del>10 - 1</del> 1
<015>	Study Area Name	VANLUE TEL CO		, a Inspected
<020>	Program Year	2016		Received & Inspector
<030>	Contact Name: Person USAC should contact with questions about this data	Bruce Schiefelbein		IUN 26 2015
<035>	Contact Telephone Number: Number of the person identified in data line <030>	6086645455 ext.		Heceived & Inspected  JUN 26 2015  FCC Mail Room
<039>	Contact Email Address: Email of the person identified in data line <030>	bruce.schiefelbein@	tdstelecom.com	FCC Marie
	etterminerer de dandiges			(check box when complete)
<100>	Service Quality Improvement Reporting		(complete attached worksheet)	✓ Mark tomplete)
<200>	Outage Reporting (voice)		(complete attached worksheet)	<b>V V</b>
<210>		o outages to report		V 18881
<300>	Unfulfilled Service Requests (voice)			
<310>	Detail on Attempts (voice)		latte	ch descriptive document)
				/
<320>	Unfulfilled Service Requests (broadband)			
<330>	Detail on Attempts (broadband)		(otte	ach descriptive document)
<400>	Number of Complaints per 1,000 customers (voice)	Anna Anna Anna		
<410>	Fixed			<b>*</b>
<420>	Mobile Mobile Number of Complaints per 1,000 customers (broad	hand)		
<440>	Fixed			
<450> <500>	Mobile Service Quality Standards & Consumer Protection R	tules Compliance	(check to indicate certification)	✓ ✓
	300662oh510.pdf			
<510>			(attached descriptive docume	nt) 🗸 🗸
<600>	Functionality in Emergency Situations		(check to indicate certification)	
	300662oh610.pdf		7	
			(attached descriptive document)	1 1
<610>				
<700>	Company Price Offerings (voice)		(complete attached worksheet)	
<710>	Company Price Offerings (broadband)		(complete attached worksheet)	
<800>	Operating Companies and Affiliates		(complete attached worksheet)	<b></b>
	Tribal Land Offerings (Y/N)?	(if )	ves, complete attached worksheet)	V
<1000>	Voice Services Rate Comparability Certification	Y	es	
<1010>			(attach descriptive document)	
<1100>	Certify whether terrestrial backhaul options exist (	Yes or No) O	(if not, check to indicate certific	cation)
<1110>			(complete attached worksheet)	1.11.11.11.11
	Terms and Condition for Lifeline Customers	<u> </u>	(complete attached worksheet)	VININ V
	Price Cap Carriers, Proceed to Price Cap Additional			MANAGEMENT (IN)
<2000>	Including Rate-of-Return Carriers affiliated with Pr	ice Cap Local Exchange	Carriers (check to indicate certification)	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
<2005>			(complete attached worksheet)	
	Rate of Return Carriers, Proceed to ROR Additional	Documentation Works		
<3000> <3005>			(check to indicate certification) (complete attached worksheet)	
			( attached Molysheet)	2 1 3 2 1

	rvice Quality Improvement Reporting llection Form	FCC Form 481 OMB Control No. 3060-0986/OM July 2013		OMB Control No. 3060-0986/OMB Control No. 3060-0819
<010>	Study Area Code	300662		
<015>	Study Area Name	VANLUE TEL C	70	
<020>	Program Year	2016		
<030>	Contact Name - Person USAC should contact regarding this data	Bruce Schief		
<035>	Contact Telephone Number - Number of person identified in data line <030>	6086645455 e	ext.	
<039>	Contact Email Address - Email Address of person identified in data line <030>	bruce.schief	felbein@tdstelecom.com	
<110>	Has your company received its ETC certification from the FCC?	(yes	s/no) <b>O</b>	
<111>	If your answer to Line <110> is yes, do you have an existing §54.202(a) "5 year plan" filed with the FCC?	(ves	s/no) O O	
<112>	54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.  Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your of CETC which only receives frozen support, your progress report is only required to address voice telephony service.	company is a	300662oh112.pdf	
	Please select the appropriate responses below (Yes, No, Not Applicable) to confit that the attached document(s), on line 112, contains a progress report on its five service quality improvement plan pursuant to §54.202(a). The information shall be submitted at the wire center level or census block as appropriate.	e-year		Name of Attached Document
<113>	Maps detailing progress towards meeting plan targets		Yes	
<114>	Report how much universal service (USF) support was received		Yes	
<115>	How much (USF) was used to improve service quality and how support was used to impro	ove service quality	y Yes	
<116>	How much (USF) was used to improve service coverage and how support was used to imp	and the same of th	<b>¬</b>	
<117>	How much (USF) was used to improve service capacity and how support was used to impr			<b>-</b>
<118>	Provide an explanation of network improvement targets not met in the prior calendar year.		Not Applicable	Ⅎ

	vice Outage Reporting (Voice) ection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-081 July 2013
<010>	Study Area Code	300662
<015>	Study Area Name	VANLUE TEL CO
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Bruce Schiefelbein
<035>	Contact Telephone Number - Number of person identified in data line <030>	6086645455 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bruce.schiefelbein@tdstelecom.com

<9>	<b1></b1>	<b2></b2>	<b3></b3>	<b4></b4>	<c1></c1>	<c2></c2>	<d></d>	<e></e>	<f></f>	<g></g>	<h></h>
NORS Reference Number	Outage Start Date	Outage Start Time	Outage End Date	Outage End Time	Number of Customers Affected	Total Number of Customers	911 Facilities Affected (Yes / No)	Service Outage Description (Check all that apply)	Did This Outage Affect Multiple Study Areas (Yes / No)	Service Outage Resolution	Preventative Procedures
					9	See attached					
						rksheet					
									***************************************		

	no O'Realingario Arting Aprica Rive Data	ECC form 461
	editorions .	CARRECT From STAN GOOD (CAMP) Control No. 2008 CRES
the state of		
<010>	Study Area Code	300662
<015>	Study Area Name	VANLUE TEL CO
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Bruce Schiefelbein
<035>	Contact Telephone Number - Number of person identified in data line <030>	6086645455 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bruce.schiefelbein@tdstelecom.com
<701>	Residential Local Service Charge Effective Date 1/1/2015	
<702>	Single State-wide Residential Local Service Charge	

<703>

Silv.	ests .	~ <93>	· Att.	424	*b3×	eb4x	<bs></bs> bS×	
State	Exchange (ILEC)	SAC (CETC)	Rate Type	Residential Local Service Rate	State Subscriber Line Charge	State Universal Service Fee	Mandatory Extended Area Service Charge	Total per line Rates and Fee
							30.110	
								-
				See at	tached worksheet			
				000 at	tached workshoot			
								-
					188			
						11. 11.		
							112 - 11 - 20 - 20	

Page 5

and a section of the last of t	ECT Form 431  ONE Control No. 3060-0935 (ONE Control No. 3060-0935)
	346/2015
Study Area Code	300662
Study Area Name	VANLUE TEL CO
Program Year	2016
Contact Name - Person USAC should contact regarding this data	Bruce Schiefelbein
Contact Telephone Number - Number of person identified in data line <030>	6086645455 ext.
Contact Email Address - Email Address of person identified in data line <030>	bruce.schiefelbein@tdstelecom.com
	Study Area Name Program Year Contact Name - Person USAC should contact regarding this data Contact Telephone Number - Number of person identified in data line <030>

<711>

20000			State Regulated		Broadband Service - Download Speed	Broadband Service -	Usage Allowance	Usage Allowance Action Taken When
State	Exchange (ILEC)	Residential Rate	Fees	Total Rate and Fees	(Mbps)	Upload Speed (Mbps)	(GB)	Limit Reached (select
								- III
			-					
		-						
			- See attac	had				
			worksheet -	0.0000000000000000000000000000000000000				
			WOIKSHEEL -					
				-				

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			CROS-COLOGICADO, SURO-DURA, COMP. CONTROL SURO-DURA, CONTROL SURO-SURO-SURO-SURO-SURO-SURO-SURO-SURO-			
	20年3年18年18日		TO A STATE OF THE PARTY OF THE			
<010>	Study Area Code		300662			
<015>	Study Area Name		VANLUE TEL CO			
<020>	Program Year		2016			
<030>	Contact Name - Person	USAC should contact regarding this data	Bruce Schiefelbein			
<035>	Contact Telephone Nun	nber - Number of person identified in data line <030>	6086645455 ext.			
<039>	Contact Email Address - Email Address of person identified in data line <030>		bruce.schiefelbein@tdstelecom.com			
<810>	Reporting Carrier	Vanlue Telephone Company				
<811>	Holding Company	Telephone and Data Systems, Inc.				
<812>	Operating Company	Vanlue Telephone Company				

<813>	ight.	<b>532</b>	<b>ab</b>
	Affiliates	SAC	Doing Business As Company or Brand Designation
		,,,,,,	
	Soc off.	abad warkah	
	See alla	ched workshe	<del></del>
	THE COLUMN TO TH		

# ${\bf REDACTED - AVAILABLE \; FOR \; PUBLIC \; INSPECTION}$

COURT OF	al Parick Reporting  author room		CCC-COM-481 CAMP Comrol No. 3000-0986/CAMP Control No. 3060-0819 ANV 3013
<010>	Study Area Code		300662
<015>	Study Area Name		VANLUE TEL CO
<020>	Program Year		2016
<030>	Contact Name - Person USAC should contact regarding this data	000	Bruce Schiefelbein 6086645455 ext.
<035>	Contact Telephone Number - Number of person identified in data line <		
<039>	Contact Email Address - Email Address of person identified in data line <	<030>	bruce.schiefelbein@tdstelecom.com
<910>	Tribal Land(s) on which ETC Serves		
<920>	Tribal Government Engagement Obligation		Name of Attached Document
	ompany serves Tribal lands, please select (Yes,No, NA) for each these boxes		
to confi	m the status described on the attached document(s), on line 920,	_ c	elect
	trates coordination with the Tribal government pursuant to		s or No or
§ 54.313	S(a)(9) includes:		Applicable
<921>	Needs assessment and deployment planning with a focus on Tribal community anchor institutions.	San San San	
<922>	Feasibility and sustainability planning;		
<923>	Marketing services in a culturally sensitive manner;		
<924>	Compliance with Rights of way processes		
<925>	Compliance with Land Use permitting requirements		
<926>	Compliance with Facilities Siting rules		
<927>	Compliance with Environmental Review processes		
<928>	Compliance with Cultural Preservation review processes		
<929>	Compliance with Tribal Business and Licensing requirements.		

	Antonio Maria Anna Associativ	FOC Topica(B)		
	kelkurtaga	CNVB Condidates 3060-0965/OMB Control No. 3060-0819		
<010>	Study Area Code	300662		
<015>	Study Area Name	VANLUE TEL CO		
<020>	Program Year	2016		
<030>	Contact Name - Person USAC should contact regarding this data	Bruce Schiefelbein		
<035>	Contact Telephone Number - Number of person identified in data line <030>	6086645455 ext.		
<039>	Contact Email Address - Email Address of person identified in data line <030>	bruce.schiefelbein@tdstelecom.com		
<1120>	Please confirm whether terrestrial backhaul options exist within the supported area pursuant to § 54.313(g) (Yes, No).			
<1130>	Please select the appropriate response (Yes, No, Not Applicable) to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(g).			

# REDACTED-AVAILABLE FOR PUBLIC INSPECTION

	ngs wed Condition for Afelina Curkemers edilan hann		FCC Form-ISB CHRI Control No. 3060-0819 July 2023
<010>	Study Area Code		300662
<015>	Study Area Name		VANLUE TEL CO
<020>	Program Year		2016
<030>	Contact Name - Person USAC should contact regarding this data		Bruce Schiefelbein
<035>	Contact Telephone Number - Number of person identified in data lin	ne <030>	6086645455 ext.
<039>	Contact Email Address - Email Address of person identified in data li	ne <030>	bruce.schiefelbein@tdstelecom.com
<1210>	Terms & Conditions of Voice Telephony Lifeline Plans		300662oh1210.pdf  Name of Attached Document
<1220>	Link to Public Website	НТТР —	
or the we	neck these boxes below to confirm that the attached document(s), on line 13 bsite listed, on line 1220, contains the required information pursuant to (a)(2) annual reporting for ETCs receiving low-income support, carriers must report:		
<1221>	Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers,	1	
<1222>	Details on the number of minutes provided as part of the plan,	<b>/</b>	
<1223>	Additional charges for toll calls, and rates for each such plan.	<b>/</b>	

Study Area Code  50105 Study Area Name  50209 Program Year  50209 Program Year  50210 Study Area Name  50210 Program Year  502	he drawlings (CDIS)	THE THE STREET	
### Study Area Name  ### Contact Name - Person USAC should contact regarding this data  ### Contact Name - Person USAC should contact regarding this data  ### Contact Telephone Number - Number of person identified in data line <030>  ### Contact Email Address - Email Address of person identified in data line <030>  ### Contact Email Address - Email Address of person identified in data line <030>  ### Contact Email Address - Email Address of person identified in data line <030>  ### Contact Email Address - Email Address of person identified in data line <030>  ### Contact Email Address - Email Address of person identified in data line <030>  ### Contact Email Address - Email Address of person identified in data line <030>  ### Contact Email Address - Email Address of person identified in data line <030>  ### Contact Email Address - Email Address of person identified in data line <030>  ### Contact Email Address - Email Address of person identified in data line <030>  ### Contact Email Address - Email Address of person identified in data line <030>  ### Contact Email Address - Email Address of person identified in data line <030>  ### Contact Email Address - Email Address of person identified in data line <030>  ### Contact Email Address - Email Address of person identified in data line <030>  ### Contact Email Address - Email Address of person identified in data line <030>  ### Contact Email Address - Email Address of person identified in data line <030>  ### Contact Email Address - Email Address of person identified in data line <030>  ### Contact Email Address - Email Address of person identified in data line <030>  ### Contact Email Address - Email Address of person identified in data line <030>  ### Contact Email Address - Email Address of person identified in data line <030>  ### Contact Email Address of person identified in data line <030>  ### Contact Email Address of person identified in data line <030>  ### Contact Email Address of person identified in data line <030>  ### Contact Email Address of perso		KANCKONNET SKITISKOM COAMMENTAKE	#@chamath
Study Area Name   300952		election in the second	DESPRENDENCE SINGLES CONTROL SINGLES CONTROL SINGLES CONTROL SINGLES CONTROL SINGLES CONTROL SINGLE SINGLE CONTROL SINGLE
### Study Area Name    1020		Service Continuent and the continuent of the con	Supplied Control of the Control of t
### Study Area Name    1020			
Study Area Name  VALIUME TISE CO  2020- Program Year - Person USAC should contact regarding this data - Person USAC should not regard this data - Person USAC should contact regarding this data - Person Support Calculation (47 CFR § 54.313(c)(1))  **Contact Enail Address - Email Address of person identified in data line <030>  **Price Cap Carrier Receiving Frozen Support Calculation (47 CFR § 54.313(c)(1))  **Contact Enail Address - Email Address - Email Address - Person Support Calculation (47 CFR § 54.313(c)(1))  **Price Cap Carrier Receiving Frozen Support Calculation (47 CFR § 54.313(c)(1))  **Contact Enail Address - Email Address - Email Address - Person Support Calculation (47 CFR § 54.313(c)(1))  **Price Cap Carrier Receiving Frozen Support Calculation (47 CFR § 54.313(c)(1))  **Contact Enail Address - Email Address - Email Address - Person Support Calculation (47 CFR § 54.313(c)(1))  **Contact Enail Address - Email Address - Email Address - Person Support Calculation (47 CFR § 54.313(c)(1))  **Price Cap Carrier Receiving Frozen Support Calculation (47 CFR § 54.313(c)(1))  **Contact Enail Add	<010>	Study Area Code	NAME OF THE OWNER O
2012 Contact Name - Person USAC should contact regarding this data 2013 Contact Talephone Number - Number of person identified in data line <030> 2014 Force mental Connect America Phase II support as set forth in 47 CFR § 54.313(b)(1)ii) 2011 Attachment (47 CFR § 54.313(b)(1)ii) 2011 Frozen Support Calculation (47 CFR § 54.313(b)(1)i) 2012 2013 Forcer Support Calculation (47 CFR § 54.313(b)(1)ii) 2015 2016 and future Frozen Support Calculation (47 CFR § 54.313(b)(1)i) 2016 Certification Support Calculation (47 CFR § 54.313(b)(1)i) 2017 2018 2018 Forcer Support Calculation (47 CFR § 54.313(b)(1)i) 2019 2019 2019 2019 Frozen Support Calculation (47 CFR § 54.313(b)(1)i) 2010 2010 2010 2010 2010 2010 2010 2010	<015>	Study Area Name	Section 2017
Select the appropriate responses below (Yes, No, Not Applicable) to note compliance as a recipient of Incremental Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e). The information reported on this form and in the documents attached below is accurate.  Incremental Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e). The information reported on this form and in the documents attached below is accurate.  Incremental Connect America Phase II support as set forth in 47 CFR § 54.313(b),(1)ii)  20102 2nd Year Certification (47 CFR § 54.313(b)(1)ii)  3rd Year Certification (47 CFR § 54.313(b)(1)ii)  420112 2013 Frozen Support Calculation (47 CFR § 54.313(c)(1))  2014 Frozen Support Calculation (47 CFR § 54.313(c)(1))  2015 2016 Frozen Support Calculation (47 CFR § 54.313(c)(1))  2016 and future Frozen Support (47 CFR § 54.313(c)(1))  2018 5th Graph Support Calculation (47 CFR § 54.313(c)(1))  2019 7rice Cap Carrier Connect America ICC Support (47 CFR § 54.313(c)(1))  2010 7rice Cap Carrier Connect America ICC Support (47 CFR § 54.313(c)(1))  20113 7rice Cap Carrier Connect America ICC Support (47 CFR § 54.313(c)(1))  2012 7rice Cap Carrier Connect America ICC Support (47 CFR § 54.313(c)(1))  2013 Frozen Support Calculation (47 CFR § 54.313(c)(1))  2014 7rozen Support Calculation (47 CFR § 54.313(c)(1))  2015 7rozen Support Calculation (47 CFR § 54.313(c)(1))  2016 7rice Cap Carrier Connect America ICC Support (47 CFR § 54.313(c)(1))  2017 7rice Cap Carrier Connect America ICC Support (47 CFR § 54.313(c))  2018 7rice Cap Carrier Connect America ICC Support (47 CFR § 54.313(c))  2019 7rice Cap Carrier Connect America ICC Support (47 CFR § 54.313(c))  2010 7rice School America ICC Support (47 CFR § 54.313(c))  2011 7rice Cap Carrier Connect America ICC Support (47 CFR § 54.313(c))  2012 7rice School America ICC Support (47 CFR § 54.313(c))  2013 7rice School America ICC Support (47 CFR § 54.313(c))  2014 7rice Cap Carrier Connect America ICC Support (47 CFR § 54.3	<020>	Program Year	
Contact Email Address - Email Address of person identified in data line <030>			
Select the appropriate responses below (Yes, No, Not Applicable) to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, a Connect America Phase I support as set forth in 47 CFR § 54.313(b),(c),(d),(e). The information reported on this form and in the documents attached below is accurate.  Incremental Connect America Phase I reporting 2010> 2nd Year Certification (47 CFR § 54.313(b)(1)i) 2011a 3nd Year Certification (47 CFR § 54.313(b)(1)ii)  2011b Attachment {47 CFR § 54.313(b)(1)ii}  2011b Attachment {47 CFR § 54.313(b)(1)ii}  2012 2013 Frozen Support Calculation (47 CFR § 54.313(c)(1)) 2014 Frozen Support Calculation (47 CFR § 54.313(c)(2)) 2015 Frozen Support Calculation (47 CFR § 54.313(c)(3)) 2016 and future Frozen Support Calculation (47 CFR § 54.313(c)(4)) Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(c)(4)) Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(c)) 2016			
Select the appropriate responses below (Yes, No, Not Applicable) to note compliance as a recipient of Incremental Connect America Phase I support as set forth in 47 CFR § 54.313(b),(c),(d),(e). The information reported on this form and in the documents attached below is accurate.  Incremental Connect America Phase I reporting  2010b 2nd Year Certification (47 CFR § 54.313(b)(1)i)  2011a 3rd Year Certification (47 CFR § 54.313(b)(1)ii)  Attachment {47 CFR § 54.313(b)(1)ii}  Price Cap Carrier Receiving Frozen Support Certification (47 CFR § 54.313(c)(1))  2012 2013 Frozen Support Calculation (47 CFR § 54.313(c)(1))  2014 Your Support Calculation (47 CFR § 54.313(c)(3))  2015 Frozen Support Calculation (47 CFR § 54.313(c)(3))  2015 Forcen Support Calculation (47 CFR § 54.313(c)(4))  Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(c))  Certification Support Used to Build Broadband  Connect America Phase II Reporting (47 CFR § 54.313(c))  3rd year Broadband Service Certification  5th year Broadband Service Certification  1therim Progress Certification  2010-  1therim Progress Certification  1therim Progress Certification  2020-	<039>	Contact Email Address - Email Address of person identified in data line <030>	A CONTRACTOR OF THE CONTRACTOR
Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e). The information reported on this form and in the documents attached below is accurate.  Incremental Connect America Phase I reporting  2010> 2010> 2nd Year Certification (47 CFR § 54.313(b)(1)i)  3rd Year Certification (47 CFR § 54.313(b)(1)ii)  42011b> Attachment {47 CFR § 54.313(b)(1)ii}  Price Cap Carrier Receiving Frozen Support Certification (47 CFR § 54.312(a))  2012 2013 Frozen Support Calculation (47 CFR § 54.313(c)(1))  2013 2014 Frozen Support Calculation (47 CFR § 54.313(c)(2))  2014 Frozen Support Calculation (47 CFR § 54.313(c)(2))  2015 Frozen Support Calculation (47 CFR § 54.313(c)(4))  Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}  2016 Certification Support Used to Build Broadband  Connect America Phase II Reporting (47 CFR § 54.313(e))  3rd year Broadband Service Certification  5th year Broadband Service Certification  1crim' Progress Certification  Please check the box to confirm that the attached document(s), on line 2021, contains the required information	-		bluce. Schlefelbelhwidskelecom. Com
Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e). The information reported on this form and in the documents attached below is accurate.  Incremental Connect America Phase I reporting 2010-2010-2014 Vear Certification (47 CFR § 54.313(b)(1)i)  20113-3 ard Year Certification (47 CFR § 54.313(b)(1)ii)  Attachment {47 CFR § 54.313(b)(1)ii}  Price Cap Carrier Receiving Frozen Support Certification (47 CFR § 54.312(a))  2012-2013-2014 Frozen Support Calculation (47 CFR § 54.313(c)(1)) 2014 Frozen Support Calculation (47 CFR § 54.313(c)(2)) 2015 Frozen Support Calculation (47 CFR § 54.313(c)(3)) 2015 Frozen Support Calculation (47 CFR § 54.313(c)(3))   Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(c))  Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(c))  Connect America Phase II Reporting (47 CFR § 54.313(c))  Connect America Phase II Reporting (47 CFR § 54.313(c))  Connect America Phase II Reporting (47 CFR § 54.313(c))  Sid year Broadband Service Certification  Sit year Broadband Service Certification  Interim Progress Certification    Price Cap Carrier that the attached document(s), on line 2021.contains the required information	SA SE PAR		
Incremental Connect America Phase I reporting 2nd Year Certification (47 CFR § 54.313(b)(1)i) 3rd Year Certification (47 CFR § 54.313(b)(1)ii) 4ttachment {47 CFR § 54.313(b)(1)ii}  Price Cap Carrier Receiving Frozen Support Certification {47 CFR § 54.312(a)}  2012 2013 Frozen Support Calculation (47 CFR § 54.313(c)(1)) 2013 2014 Frozen Support Calculation (47 CFR § 54.313(c)(2)) 2014 Prozen Support Calculation (47 CFR § 54.313(c)(3)) 2015 Frozen Support Calculation (47 CFR § 54.313(c)(3)) 2015 Frozen Support Calculation (47 CFR § 54.313(c)(3)) 2016 and future Frozen Support Calculation (47 CFR § 54.313(c)(4))  Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(c)}  Connect America Phase II Reporting {47 CFR § 54.313(c)} 3rd year Broadband Service Certification 5th year Broadband Service Certification 1 Interim Progress Certification 2019 Please check the box to confirm that the attached document(s), on line 2021, contains the required information			
2010> 2nd Year Certification {47 CFR § 54.313(b)(1)i} 3rd Year Certification {47 CFR § 54.313(b)(1)ii}  2011b> Attachment {47 CFR § 54.313(b)(1)ii}  Price Cap Carrier Receiving Frozen Support Certification {47 CFR § 54.312(a)}  2012 2013 Frozen Support Calculation {47 CFR § 54.313(c)(1)}  2014 Frozen Support Calculation {47 CFR § 54.313(c)(2)}  2015 Frozen Support Calculation {47 CFR § 54.313(c)(3)}  2016 and future Frozen Support Calculation {47 CFR § 54.313(c)(4)}  Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(c)(4)}  Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}  Connect America Phase II Reporting {47 CFR § 54.313(e)}  3rd year Broadband Service Certification  5th year Broadband Service Certification  Interim Progress Certification  Please check the box to confirm that the attached document(s), on line 2021,contains the required information	Connect /		nation reported on this form and in the documents attached below is accurate.
Attachment {47 CFR § 54.313(b)(1)ii}  Price Cap Carrier Receiving Frozen Support Certification {47 CFR § 54.312(a)}  2012		그 그 그 그 그 그 사람들이 살아보는 이 없는 것이 없는 것이 없는 것이 되었다면 생각이 없었다면 살아지면 하는 것이 없다면 살아지다면 살아지면 살아지면 살아지면 살아지면 살아지면 살아지면 살아지면 살아지	
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Price Cap Carrier Receiving Frozen Support Certification {47 CFR § 54.312(a)}  2012> 2013 Frozen Support Calculation {47 CFR § 54.313(c)(1)} 2014 Frozen Support Calculation {47 CFR § 54.313(c)(2)} 2015 Frozen Support Calculation {47 CFR § 54.313(c)(3)} 2016 and future Frozen Support Calculation {47 CFR § 54.313(c)(4)} Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)} Certification Support Used to Build Broadband Connect America Phase II Reporting {47 CFR § 54.313(e)} 3rd year Broadband Service Certification Sth year Broadband Service Certification Interim Progress Certification Please check the box to confirm that the attached document(s), on line 2021.contains the required information	<2011b>	Attachment (47 CFR 6 54 313(b)(1)ii)	I:
Price Cap Carrier Receiving Frozen Support Certification (47 CFR § 54.312(a)) <pre> &lt;012&gt; 2013 Frozen Support Calculation (47 CFR § 54.313(c)(1)) &lt;014 Frozen Support Calculation (47 CFR § 54.313(c)(2)) &lt;015 Frozen Support Calculation (47 CFR § 54.313(c)(3)) &lt;016 And future Frozen Support Calculation (47 CFR § 54.313(c)(4))  Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d))  Certification Support Used to Build Broadband  Connect America Phase II Reporting (47 CFR § 54.313(e))  3rd year Broadband Service Certification  5th year Broadband Service Certification  Interim Progress Certification  Please check the box to confirm that the attached document(s), on line 2021, contains the required information    Contact America Phase II Reporting (47 CFR § 54.313(e))  </pre>		Actornient (47 et it § 54.525(0)(2)ii)	I:
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2012> 2013 Frozen Support Calculation (47 CFR § 54.313(c)(1)) 2014 Frozen Support Calculation (47 CFR § 54.313(c)(2)) 2015 Frozen Support Calculation (47 CFR § 54.313(c)(3)) 2016 and future Frozen Support Calculation (47 CFR § 54.313(c)(4)) Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d)) Certification Support Used to Build Broadband Connect America Phase II Reporting (47 CFR § 54.313(e)) 3rd year Broadband Service Certification 5th year Broadband Service Certification Interim Progress Certification Please check the box to confirm that the attached document(s), on line 2021, contains the required information			Name of Attached Document(s) Listing Required Information
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<2018> 5th year Broadband Service Certification	-2047		
<2019> Interim Progress Certification  <2020> Please check the box to confirm that the attached document(s), on line 2021, contains the required information		Sid year broadband Service Certification	
<2020> Please check the box to confirm that the attached document(s), on line 2021, contains the required information		Still year broadband Service certification	
		median rogress commedian	CONSISTENCY OF STATE OF MARKET AND ADMINISTRATION OF STATE OF STAT
	<2020>		ne 2021, contains the required information
addresses of community anchor institutions to which began providing access to broadband service in the			
preceding calendar year.			, access to broadballa service in the
		b. 22220 4212gui 1201.	
<2021> Interim Progress Community Anchor Institutions	<2021>	Interim Progress Community Anchor Institutions	
Name of Attached Document(s) Listing Required Information			Name of Attached Documents Listing Pagestral Information

	OOP groups Comfor Applicans Commissioners		PLESSON 451
		and the second second	DIVISION DESCRIPTION OF THE PROPERTY OF THE PR
<010>	Study Area Code	300662	
<015> <020>	Study Area Name Program Year	VANLUE TEL CO	
<030>	Contact Name - Person USAC should contact regarding this data	Bruce Schiefelbein	
<035>	Contact Telephone Number - Number of person identified in data line <030>	6086645455 ext.	ALCO TO THE PROPERTY OF THE PR
<039>	Contact Email Address - Email Address of person identified in data line <030>	bruce.schiefelbein@tdstelecom.com	
CHECK t	the boxes below to note compliance on its five year service quality plan (pursuant	to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring co	
	Crk § 54.525(1)(2). I forther certify that the	300662oh3010.pdf	d pelow is accurate.
(3010)	Progress Report on 5 Year Plan		
	Milestone Certification (47 CFR § 54.313(f)(1)(i))	New Market Barrier Bar	
		Name of Attached Document Listing Required Informati	on
	Please check this box to confirm that the attached document(s), on line 30 § 54.313 (f)(1)(ii), the carrier shall provide the number, names, and addres providing access to broadband service in the preceding calendar year.		
(3012)	Community Anchor Institutions (47 CFR § 54.313(f)(1)(ii))		
2 - 450			
		Name of Attached Document Listing Required Information	
	is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2)) If yes, does your company file the RUS annual report	(Yes/No) (Yes/No)	88 8
Please	check these boxes to confirm that the attached document(s), on line 3017,	contains the required information pursuant to § 54.313(f)(2)	compliance requires:
(3015)	Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)		
(3016)	Document(s) for Balance Sheet, Income Statement and Statement of Cas	h Flows	
(3017)	If the response is yes on line 3014, attach your company's RUS annual report and all required documentation		
	And 14 (10) Page 100 (10)	Name of Attached Document Listing Required Information	<b>1</b> ←
(3018)	If the response is no on line 3014, is your company audited?	(Yes/No)	
(2010)	If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains		
(3019)	Either a copy of their audited financial statement; or (2) a financial report in a for	rmat comparable to RUS Operating Report for Telecommunications	<u>_</u>
(3020)	Document(s) for Balance Sheet, Income Statement and Statement of Ca	sh Flows	
(3021)	Management letter and audit opinion issued by the independent certified pul	blic accountant that performed the company's financial audit	
	If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to $\S$ 54.313(f)(2), contains:		
(3022)	Copy of their financial statement which has been subject to review by an		
	independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications		
	Borrowers,		
(3023)	Underlying information subjected to a review by an independent certified public accountant		
(3024)	Underlying information subjected to an officer certification.  Document(s) for Balance Sheet, Income Statement and Statement of Cast	ch Flowe	
100001	Community for balance sheet, income statement and statement of Car	ont one	
(3026)	Attach the worksheet listing required information		
	1		
	L	Name of Attached Document Listing Required Information	

50		The state of the s
010>	Study Area Code	300662
015>	Study Area Name	VANLUE TEL CO
20>	Program Year	2016
30>	Contact Name - Person USAC should contact regarding this data	Bruce Schiefelbein
35>	Contact Telephone Number - Number of person identified in data line <030>	6086645455 ext.
039>	Contact Email Address - Email Address of person identified in data line <030>	bruce.schiefelbein@tdstelecom.com

Financial Data Summary	
(3027) Revenue	
(3028) Operating Expenses	
(3029) Net Income	
(3030) Telephone Plant In Service(TPIS)	(C10) - CAP-1/2/19
(3031) Total Assets	
(3032) Total Debt	
(3033) Total Equity	
(3034) Dividends	

	dor - Neportrig Gerke lendon Form	PCC Fayer 456 DASS Control Fig. (1993) (1995) Control Air Science (1995) (1997) 13
<010>	Study Area Code	300662
<015>	Study Area Name	VANLUE TEL CO
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Bruce Schiefelbein
<035>	Contact Telephone Number - Number of person identified in data line <030>	6086645455 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bruce.schiefelbein@tdstelecom.com

### TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

I certify that I am an officer of the reporting carrier; my responsibil reciplents; and, to the best of my knowledge, the information repo	ities include ensuring the accuracy of the annual reporting requirements for universal serv rted on this form and in any attachments is accurate.	ice support
Name of Reporting Carrier: VANLUE TEL CO		
Signature of Authorized Officer: CERTIFIED ONLINE	Date 06/	11/2015
Printed name of Authorized Officer: Kevin Hess		
Title or position of Authorized Officer: Executive Vice Preside	nt	
Telephone number of Authorized Officer: 6086644160 ext.		ctolli
Study Area Code of Reporting Carrier: 300662	Filing Due Date for this form: 07/01/2015	

	canpair canpair	CORP. Later No. 2006 Sept. No. 2014844
<010>	Study Area Code	300662
<015>	Study Area Name	VANLUE TEL CO
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Bruce Schiefelbein
<035>	Contact Telephone Number - Number of person identified in data line <030>	6086645455 ext,
<039>	Contact Email Address - Email Address of person identified in data line <030>	bruce.schiefelbein@tdstelecom.com

#### TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

I certify that (Name of Agent)	is authorized to submit the information reported on behalf of the reporting carrie			
iso certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.				
Name of Authorized Agent:				
Name of Reporting Carrier:				
Signature of Authorized Officer:	Date:			
Printed name of Authorized Officer:				
Title or position of Authorized Officer:				
Telephone number of Authorized Officer:				
Study Area Code of Reporting Carrier:	Filing Due Date for this form:			

#### TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent	Authorized to File Annual Reports for CAF	or LI Recipients on Behalf of Reporting Carrier
i, as agent for the reporting carrier, certify that I am auth the data reported herein based on data provided by the		ervice support recipients on behalf of the reporting carrier; I have provided a, the information reported herein is accurate.
Name of Reporting Carrier:		
Name of Authorized Agent or Employee of Agent:		
Signature of Authorized Agent or Employee of Agent:		Date:
Printed name of Authorized Agent or Employee of Agent:		
Title or position of Authorized Agent or Employee of Agent		
Telephone number of Authorized Agent or Employee of Ag	ent:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:	

Attachments

State: INDIANA

Study Area:

300662

54.313(a)(1) Progress Report on Five Year Service Quality Improvement Plan pursuant to § 54.202(a)

As an Incumbent Local Exchange Carrier (ILEC) and Eligible Telecommunications Carrier (ETC), Vanlue has been providing ubiquitous, high-quality voice telecommunications services in its study area for many years. To accomplish and maintain this service level, Vanlue has made significant historical investment to deploy, operate, and maintain an integrated, highly-reliable network. In addition to its own capital spending, Vanlue draws from the federal Universal Service Fund (USF). Universal service support has been (and continues to be) critical in enabling Vanlue's services in its rural markets to be reasonably comparable in quality and price to services in more urban markets, as Congress mandated in the Telecommunications Act. Vanlue draws USF support because the cost of providing voice and data services in its rural study area are substantially higher than those in urban areas, and thus all of the costs cannot be recovered solely from Vanlue's customers while maintaining reasonably comparable prices. Vanlue has made investments to bring high speed data services to its customers when the level of customer revenues and universal service support has made it financially viable to do so.

For Vanlue, federal high cost support is used to help offset ongoing network costs, but the monies received cover only a portion of the cost of updating and operating the network. In 2014, Vanlue received \$134,500 in USF support while incurring in operating expenses and investing in new plant. The attached Schedule A contains a list of specific network improvement projects that were completed in 2014 at the wire center level. Where these projects related to specific DSAs within the wire center, it is so indicated and can be cross-referenced to the exchange map attached as Exhibit 1. As evidenced by these support and expenditure numbers provided for the current reporting year, the universal service support that Vanlue receives covers only a fraction of its cost to provide service. Continued receipt of USF support is vital to helping Vanlue maintain reasonably comparable rates for local exchange service; and to incrementally upgrade its telecommunications facilities and equipment to help meet evolving service requirements and maintain high quality service.

Because USF funding support is modest compared to Vanlue's ongoing network operating expense, the spending of USF support money is primarily focused on repair, maintenance and incremental upgrades to maintain existing service levels rather than further expansion of broadband services deeper into the

State: INDIANA

Study Area:

300662

54.313(a)(1) Progress Report on Five Year Service Quality Improvement Plan pursuant to § 54.202(a)

network. Given the current level of customer revenues, the level of universal support, and the technology available today, the additional costs associated with expanding broadband services to unserved portions of the study area, or increasing speeds to already served portions of the study area, far exceed Vanlue's financial ability to make such investments.

The telecommunications industry continues to change rapidly and significantly as a result of the unprecedented pace of technological advances, increasing customer needs and ongoing regulatory reforms. The level of uncertainty brought about by these factors make long-range network planning a difficult task. By necessity, significant capital investment in network upgrades is cyclical. Capital expenditures in one year are typically followed by a number of years of maintenance of the network to allow time for recovery and return on the investment before the next upgrade is undertaken.

Rapid and significant changes in technology are expected to continue to occur in the telecommunications industry over the next five years. Vanlue believes that its existing network architecture will enable it to incorporate many of these technological changes efficiently, but expects that such changes will also shorten product lifecycles and drive an increase in the rate of obsolescence experienced with existing network equipment. However, having the capability to evolve and being able to afford the cost to evolve, are both necessary to support the capital expenditure.

In an attempt to deliver products similar to those available in more urban areas, telecom companies, like Vanlue are under growing pressure to provide access to services and applications that are driving enormous growth in customer demand for bandwidth. Absent predictable and sufficient universal service support for broadband services, Vanlue will be unable to meet this growing demand.

In addition, Vanlue also faces significant regulatory uncertainty at this time. The FCC 's Transformation Order and subsequent orders on reconsideration have put universal service revenue in a state of flux. Forecasting universal service revenues and developing long-range, detailed network plans that depend on those revenues has become all but impossible. While the FCC Transformation Order adopted a

State: INDIANA

Study Area:

300662

54.313(a)(1) Progress Report on Five Year Service Quality Improvement Plan pursuant to § 54.202(a)

number of comprehensive reforms to the universal service and intercarrier compensation mechanisms, it also left open the long term framework for universal service. Presently there are multiple plans in front of the FCC proposing new and different frameworks. While some plans provide for continued support under a rate of return (ROR) regime, others propose an optional plan to move in the direction of support based on a model which predicts the costs of a forward looking fiber to the home network. The details of these plans radically differ from one another, and the FCC has given little indication of which of these plans it will move towards. It is also possible that universal service reform for ROR companies will not be resolved in the near term, and that the current mechanisms will continue to struggle along. Given this backdrop, predicting next year's federal universal service amounts, let alone those for the next five years, is tenuous at best.

The most conservative approach would be to utilize status quo whereby we forecast based on past revenues. Yet even this approach is uncertain at best. For example, even under the "status quo" assumption, the FCC is considering (1) represcribing the authorized interstate rate-of-return, possibly to a level lower than the current 11.25%; (2) eliminating high cost support in areas where there is an unsubsidized competitor offering service to less than 100% of customers; (3) limiting the recovery of Interstate Common Line Support (ICLS); and (4) lowering originating switched access rates similar to terminating rates. Having all these unknowns on the planning horizon (most, if not all of which could have a negative impact on Vanlue's level of support) make it near impossible to predict to what extent Vanlue can rely on universal service support at historic levels for continued aid in supporting its network. Any future rulemaking that results from these proposals could have significant impacts on the future network plans of Vanlue.

Given all of the uncertainty surrounding the industry, and the need for Vanlue to allocate scarce resources, invest prudently, and operate efficiently, long range predictive forecasting at any level of granularity is difficult and subject to revision as new information becomes known. Also, the speculative nature of planning in this type of environment hinders Vanlue's ability to effectively develop long-term network build out plans based on projected future USF support.

State: INDIANA

Study Area:

300662

54.313(a)(1) Progress Report on Five Year Service Quality Improvement Plan pursuant to § 54.202(a)

The attached Schedule B summarizes Vanlue's USF received in 2014 and projected expenditures for 2015 – 2019. The projected 5-year period is based upon historical spending data, which, given the many unknown factors, may have limited value in predicting future network needs and may vary widely from actual spending incurred in the forecasted years, and thus should be treated with that in mind.

The content, timing, and specific geographic locations of projects that will be undertaken in the next five years, is unknown at this time. The selection of future projects will be based on the evaluation of many factors, including current consumer demand, limited capital resources and estimated amounts of universal service support. These and other external factors are not within Vanlue's control and are subject to change. Such changes may affect the assumptions and calculations regarding the optimal improvements to network facilities required to provide high-quality advanced services to Vanlue's customers.

With full recognition of the difficulty in predicting exact locations, specific projects or levels of expenditures, Vanlue commits to utilize available universal service support to help maintain and improve network quality, and if feasible, deploy advanced technologies and new services, expand coverage and improve broadband speeds for its customers.

The Vanlue Telephone Company

State: OHIO

Study Area: 300662

54.313(a)(1) Progress Report on Five Year Service Quality Improvement Plan pursuant to § 54.202(a)

2014 Capital Expenditures

Exchange	DSA	DSA Population	Description	Expenditure
VANLUE	40000	871		
	40001	279	Ti da	
	40002	220	II.	
	40004	259		
	Various	#N/A		
	Various	#N/A		
	none	#N/A	l l	
ALL EXCHANGES	All Exchanges	#N/A		

Schedule A

Schedule B

## The Vanlue Telephone Company (SAC 300662)

## **Line 100 - Service Quality Improvement Reporting**

Rule 54.202(a)(1) and 54.313(a)(1)

### **USF** Received in 2014

High Cost Loop Support	\$ 11,149
ICLS Support	\$ 90,324
Safety Net Additive	\$ -
Safety Value Additive	
CAF	\$ 32,989
TOTAL	\$ 134,462

### Five-Year Plan

	2015	2016	2017	2018	2019
Operating Expenses	\$		(HU) (V		
Capital Expenditures	\$				

# VANLUE TEL. CO., OH Exhibit 1 **Broadband Status DLC LOCATION | DSA OTHER FEATURES** 1 5 Existing Exchange Boundary Proposed | Future - Existing TDS Fiber **Broadband Enabled** No DSL TDS Telecom Network Services | OSP Records | Date: 4/27/2015 Red Haw Run Got Course S W County R ownstyp Rose 209 263 m 40001 0002 Township Road 207 40003 274 m 40005 VANLUE 40006 40004 CR 29 58 273

200) Service Outage Reporting (Voice) Data Collection Form									FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013					
<010> 51	tudy Area Code					13	300662							
								VANLUE TEL CO						
	rogram Year					y	2016							
		Person US	AC should cont	act regardir	ng this data	1	Bruce Schi	felbein						
					tified in data li	ne <030>	086645455	ext.						
<039> C	ontact Email A	ddress - En	nail Address of	person ider	ntified in data I	ine <030> 1	ruce.schi	felbein@tdstelecom.com						
<220>														
<9>	<b1></b1>	<b2></b2>	<b3></b3>	<b4></b4>	<c1></c1>	<c2></c2>	<d></d>	<e></e>	<f></f>	<g></g>	<h></h>			
NORS Reference Number	Outage Star Date	Outage Start Time	Outage End Date	Outage End Time	Number of Customers Affected	Total Number of Customers	911 Facilities Affected (Yes / No)	Service Outage Description (Check all that apply)	Did This Outage Affect Multiple Study Areas (Yes / No)	Service Outage Resolution	Preventative Procedures			
											<del> </del>			
			-					For the second second						

### Line 330 - Detail on Attempts (broadband)

#### Rule 54.313(a)(3)

The Vanlue Telephone Company has implemented service availability tracking tools and employee training capabilities to respond to direct customer requests for broadband services.

Upon receipt of a new broadband service request, The Vanlue Telephone Company's service advisors follow these steps for provisioning the service:

- The The Vanlue Telephone Company service advisor uses a customized service addressability
  software tool to determine if broadband service is available to the requested service address. If
  it is determined that service is offered to the address, an installation order will be initiated and
  scheduled immediately.
- 2) If the information in the service addressability tool indicates that extension of broadband service to the service address might be possible, a field service technician is dispatched to the customer premise to perform additional diagnostic testing. Such testing will determine whether there are any reasonable adjustments to the network or customer facilities which can be made to enable the provision of service. If tests confirm that broadband service can be offered at the service address, an order is initiated and service is provisioned.
- 3) In situations where The Vanlue Telephone Company's terrestrial broadband service is not available to a requesting customer, The Vanlue Telephone Company has partnered with Dish Network to offer dishNET satellite broadband service to customers. The Vanlue Telephone Company's service advisors are trained to discuss and assist the customer in ordering dishNET broadband service.

As the Commission acknowledged<sup>1</sup>, some of the service areas served by rate of return Carriers like The Vanlue Telephone Company, have characteristics that make it highly cost prohibitive to extend broadband service using terrestrial wireline technology. Except as may be noted in The Vanlue Telephone Company's 5-year plan attached to this filing, any further build-out of terrestrial broadband service to additional locations within its study area will be dependent upon the cost of the technology to be deployed and the capital infrastructure funding level available.

<sup>&</sup>lt;sup>1</sup> See In the Matter of Connect America Fund, WC Docket No. 10-90, Order DA 13-332, released March 3, 2013 at paras 10-11.

# Line 510 – Description of Compliance with Service Quality Standards and Consumer Protection

Rule 54.313(a)(5)

TDS Telecommunications Corporation's ILEC companies follow applicable federal and state service quality and consumer protection rules. They comply with quality of service requirements including monitoring and reporting service quality metrics where required. TDS Telecom has implemented numerous consumer protection measures to protect customer information. For example, TDS implemented Customer Proprietary Network Information (CPNI) policies and procedures that are consistent with the FCC's regulations. Employees are required to complete CPNI training and in addition, employees who have access to CPNI data receive additional guidance through written procedures regarding customer authentication. Annually, all employees are required to review TDS' Business Code of Conduct which includes information and requirements on protecting sensitive customer information from improper use and disclosure. TDS data privacy and security policies are reinforced through periodic training required of all employees. Additional consumer protection measures include TDS' use of a third-party verifier to prevent unauthorized presubscribed interexchange carrier (PIC) changes ("Slamming") and the elimination of billing and collection arrangements that could have potentially allowed unauthorized third-party charges to be added to customer's bills ("Cramming").